

1/11

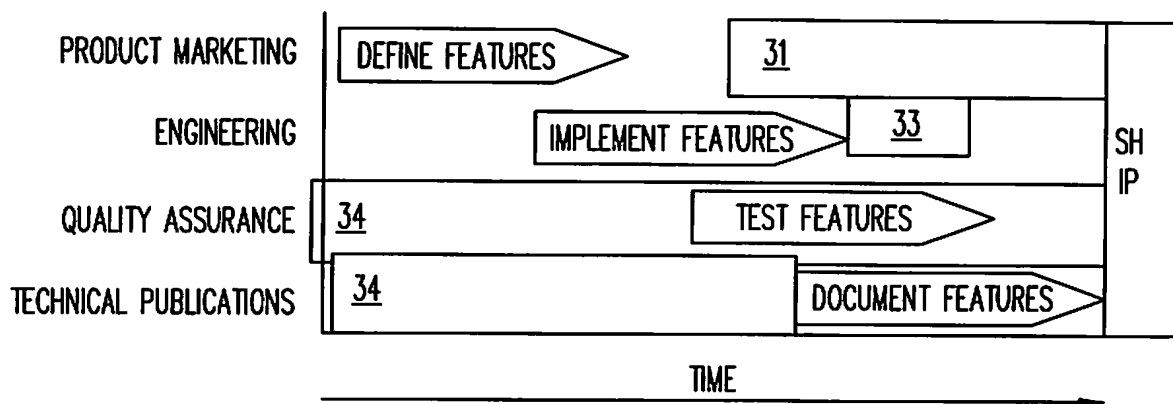


FIG. 1
(Prior Art)

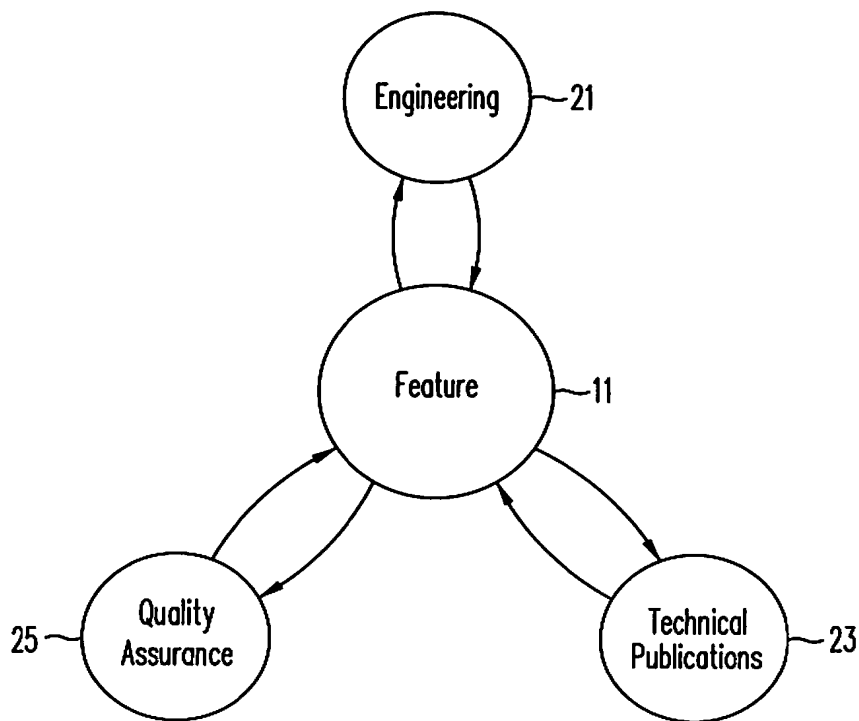


FIG. 2

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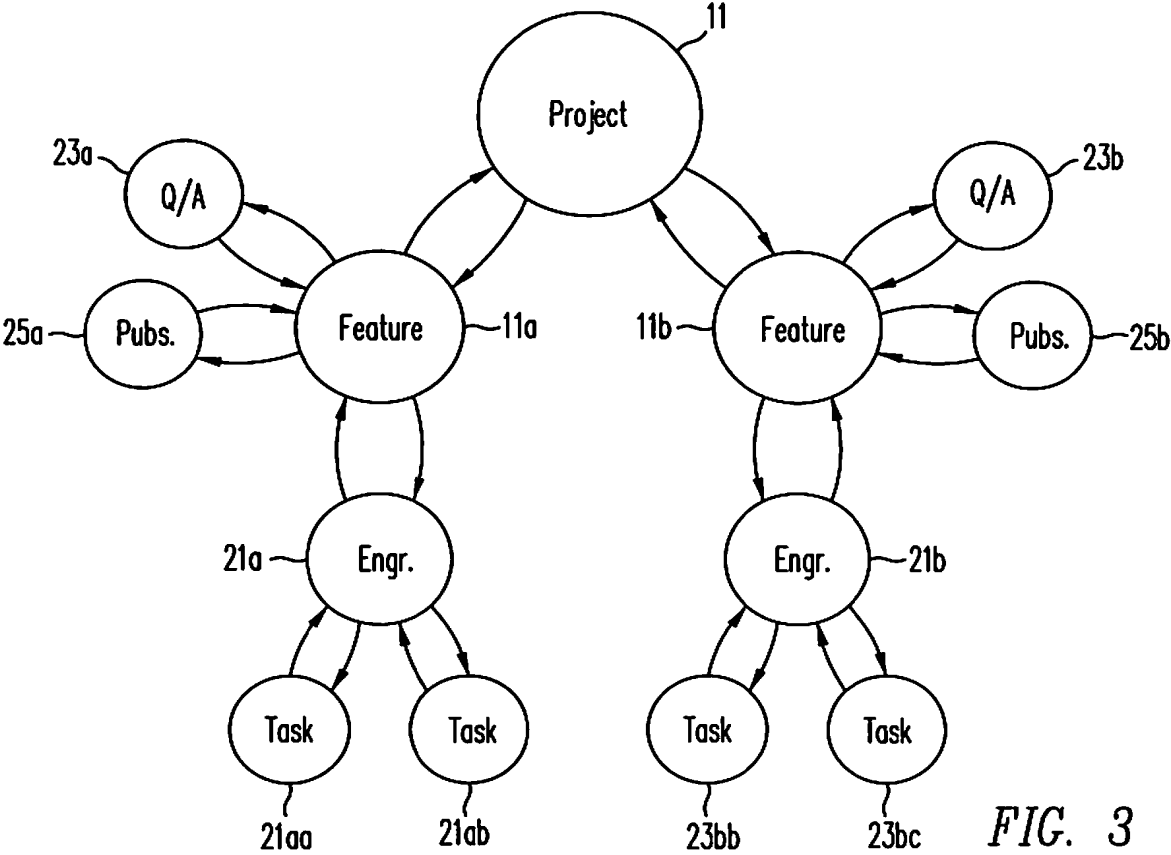


FIG. 3

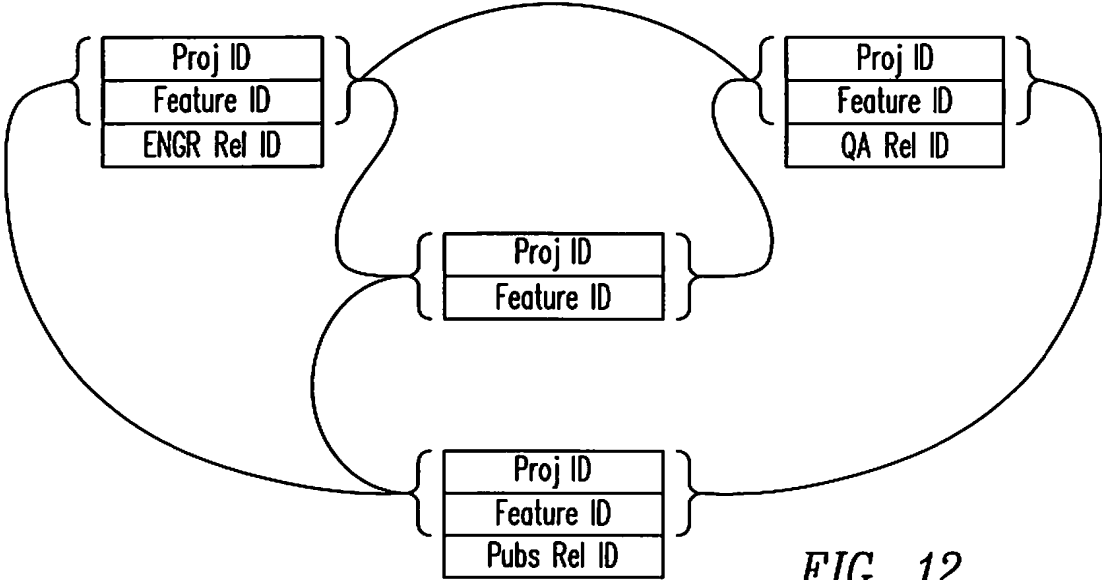


FIG. 12

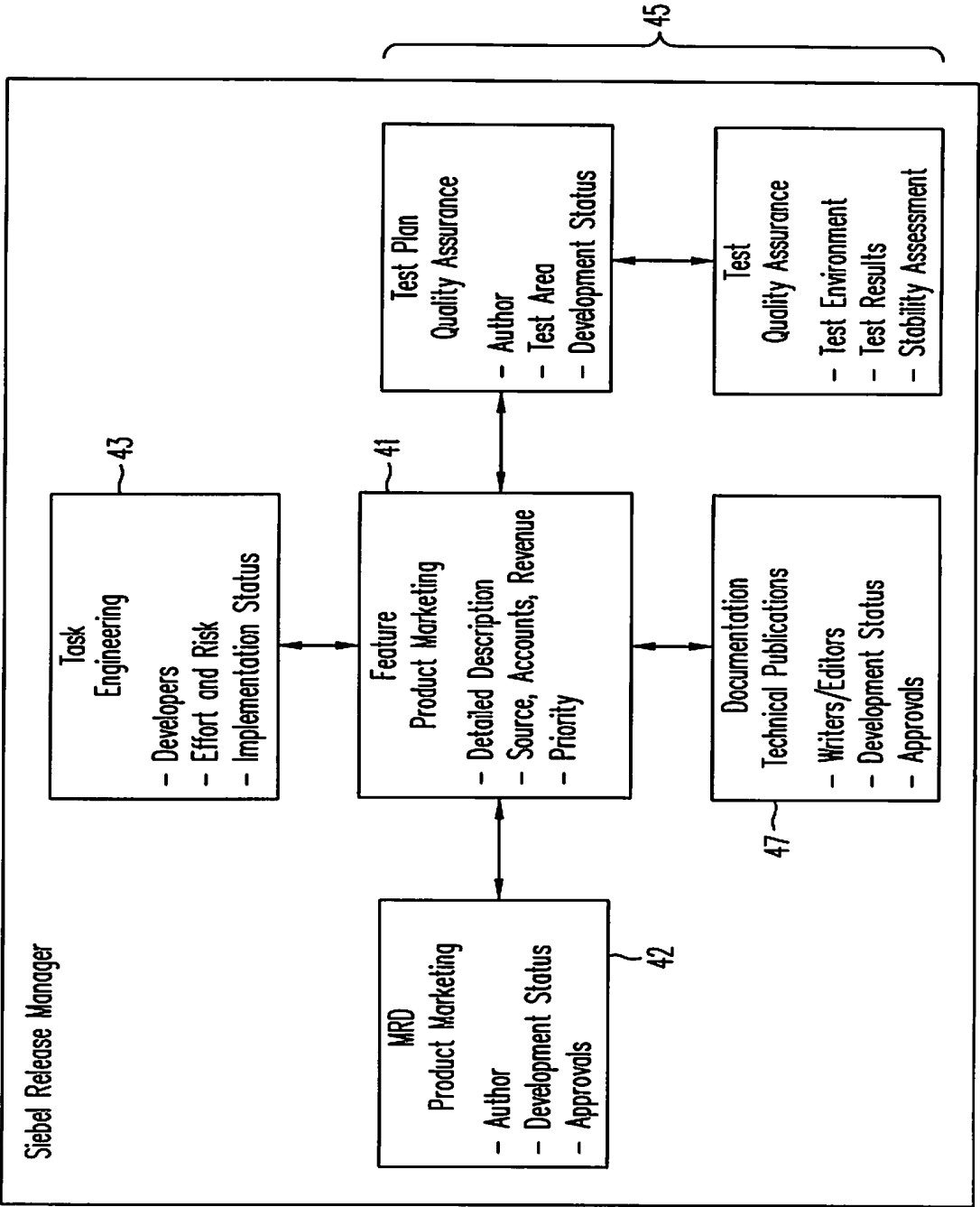


FIG. 4

Siebel Sales Enterprise - Features

File Edit View Screen Go Query Reports Help

History <=> => Threads [Feature]

Activities Calendar Quotes Forecasts Compensation Products Literature Time Sheets Expense Reports Training SmartScripts D&B Partners Features <

Features

Feature # Title Status Priority PM Group Area Assoc

> 1-1W2M Siebel eService enhancements Implementing P0-Release Defining PM-Internet Applications... THIC
1-1W2V Call me now Implementing P1 Critical PM-Internet Applications... CTI
1-1W2X Quote enhancements Implementing P1 Critical PM-SSE... MCF
1-1W2Y Discount rule Implementing P1 Critical PM-SSE... MCF
1-1W30 Miscellaneous core enhancements Implementing P0-Release Defining PM-Core... ASU
1-1W31 Data-driven dynamic properties Implementing P0-Release Defining PM-Core... ASU
1-1W32
1-1W33

MRD Engineer Task QA Test Plan QA Test Tech Doc

New Delete Copy Cancel Release Siebel 2000 Release/ Parent Siebel eService Enhd Source Market Input Account Revenue Call me now Provides ability for an online customer to request callback from a customer support representative.

Feature # 1-1W2M THICKS PM-Internet Applications CTI Sub Area Title Description

Assoc. Parties PM Group Area

Related Release Items MRD Eng. Task CTI enhancements to QA Test Plan CTI Server (Genesys) Tech Doc CTI Guide

Priority P1 - Critical Status Implementing

Comment Summary 73

Comments Attachments

Company meeting at 7:00pm Data network outage currently affecting all dial-in users 401k enrollment forms Item 2 of 6 4 of 4

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Siebel Sales Enterprise - MRD

File Edit View Screen Go Query Reports Help

History <=> Threads MRD

Activities Calendar Quotes Forecasts Compensation Products Literature Time Sheets Expense Reports Training SmartScripts D&B Partners Features <

MRD

MRD

Activities Attachments Engineer Task QA Test Plan QA Test Tech Doc

MRD # Title Status Assoc. Parties PM Group

> 1-1WBL Call Me Now Final THICKS... PM-SSV...
1-1WBP Core Enhancements Draft ASUKUKA... PM-Core...
1-1WBH Quotes Draft MCRONIN... ENGR-SSE...

New Delete Copy Cancel 77 57

MRD # 1-1WBL Rel. Feature Call me now
Status Final 62 Assoc. Parties THICKS
Release Siebel 2000 Release PM Group PM-SSV 61
Title Call me now
Description 55

Comment Summary
Attachments

< Company meeting at 7:00pm Data network outage currently affecting all did-in users 401k enrollment forms due today 4 of 4

Item 1 of 3

FIG. 6

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FIG. 7

Siebel Sales Enterprise - Engineer Task

File Edit View Screen Go Query Reports Help

Queries

"SZK Release"

History Threads Engineer Task

Activities Calendar Quotes Forecasts Compensation Products Literature Time Sheets Expense Reports Training SmartScripts D&B Partners Features

Engineer Tasks

Task #	Title	Status	Priority	Assoc. Parties
1-1WZP	CTI enhancements to support Call I	In Progress		JABULAY...
1-1WCB	Expand object properties	In Progress		KSTROBEL...
1-1WB3	"Call Me Now" button	Unit Test		JNU...
1-1WBB	Maximum discount column	Not Started		JAKUBIK...
1-1WB9	Add "Max Discount" control to Admin	Completed		KERODERS...
1-1WBA	Set restrictions for quote control	In Progress		JNU...
1-1WBS	Task 1			

New Delete Copy Cancel

Task Description

Task # 1-1WB3

Release

Parent

Priority

Title

Description

Assoc. Parties JNU

Eng Group ENGR-SSE

Rel. Feature Call me now

Effort Low

Risk Low

"Call Me Now" button

Add "Call Me Now" button to eService Service Request Template

Task Status

Status Unit Test 97

Design Rev 11/4/99

Code Rev 11/16/99

Comment Summary

Comp % 95

Target Date 12/2/99

99

101

103

Comments

Attachments

Company meeting at 7:00pm

Data network outage currently affecting all did-in users

401k enrollment

4 of 4

Item 3 of 7

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Siebel Sales Enterprise - QA Test Plans

File Edit View Screen Go Query Reports Help

History

Activities Calendar Quotes Forecasts Compensation Products Literature Time Sheets Expense Reports Training SmartScripts D&B Partners Features

Threads QA Test Plans

Features

Feature MRD Engineer Task QA Test Plan QA Plans Activities Attachments Plan Tests QA Test Tech Doc

Test Plan #

Title

Description

Status

Date

Assoc

1-1WD5

CTI - Server (Genesys 5.1)

Exercises CTI functionality using the

Detailed Draft

12/14/99

TITRAN

1-1WFX

CTI - Server (Prospect 6.0.5)

Exercises CTI functionality using the

Final

11/10/99

TITRAN

1-1WGI

Dynamic Properties

Exercises object dynamic properties

High Level

12/15/99

TITRAN

1-1WFI

SSV/SSE - Core Client - Quotes

Exercises functionality of generating

MRD Review

12/22/99

JMESS

New

Delete

Copy

Cancel

Plan Description

Plan # 1-1WD5

Release Siebel 2000 Release

Assoc. Parties TITRAN

Title CTI - Server (Genesys 5.1)

Description Exercises CTI functionality using the Genesys 5.1 switch

Plan Development

Status Detailed Draft

Comp % 80

Target Date 12/14/99

Comment

Summary

Test Execution Summary

Passes 3

Last Build Siebel 2000 v6.0 [2804] - Stable

Comments

Attachments

Due today

Web calls in Queue is

Company meeting at 7:00pm

Data network outage currently

Item 1 of 4

2 of 4

FIG. 8

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Siebel Sales Enterprise - QA Test:

File Edit View Screen Go Query Reports Help

History Threads QA Test

Activities Calendar Quotes Forecasts Compensation Products Literature Time Sheets Expense Reports Training SmartScripts D&B Partners Features

Features

Feature >MRD >Engineer Task >QA Test Plan >QA Test >

Test Details

Test Defects >Tech Doc >

QA Tests

Test #	Test Drive	Status	Tester Manager	Test Plan	Build	Database	Server OS
1-1WIX	11/9/99	Final	SPASS...	CTI - Server (Genesys 5.1)	Siebel 2000 v6.0 (2803)	Oracle	Windows NT 4.0
> 1-1WY	11/17/99	Stable	TITRAN...	CTI - Server (Genesys 5.1)	Siebel 2000 v6.0 (2804)	Oracle	Windows NT 4.0
1-1WIZ	12/22/99	Stable	SPASS...	CTI - Server (Genesys 5.1)	Siebel 2000 v6.0 (2804)	Oracle	Solaris UNIX

New Delete Copy Cancel

Test Description

Test # 1-1WY Tester TITRAN

Date 11/17/99 Release Siebel 2000 Release

Test Plan CTI - Server (Genesys) Build Siebel 2000 v6.0 (280)

Test Environment

Web Srv. OS Windows NT 4.0 Database Oracle

Client OS Window NT Client Type Dedicated

Server OS Windows NT 4.0

Tests Execution Status

Type Quick Cover % 90

Status Stable Pass % 90

Comment Summary

Comments Attachments

< Company meeting at 7:00pm Data network outage currently affecting all dial-in users 401k enrollment forms due today Web calls in Queue is Company > 1 of 4

Item 2 of 3

FIG. 9

Siebel Sales Enterprise - Tech Documents

File Edit View Screen Go Query Reports Help

History

Activities Calendar Quotes Forecasts Compensation Products Literature Time Sheets Expense Reports Training SmartScripts D&B Partners Features

Threads Tech Doc

Features

Feature MRD Engineer Task QA Test Plan QA Test

Tech Doc

Tech Documents

Activities Attachments

Doc # Title Status Priority Est Pages

> 1-1WGR CTI Guide First Draft 100

1-1WGU Siebel Applications Guide First Draft 150

1-1WIS Siebel Tools Reference Guide First Draft 200

New Delete Copy Cancel

Document Description

Doc # 1-1WGR Est Pages 100

Release Siebel 2000 Release New % 20

Version 5.1

Title CTI Guide

Description Guide to CTI functionality, including the installation and configuration of supported CTI middleware.

Document Development

Status First Draft

Comp % 30

Target Date 12/15/99

Rel. Features Call me now Assoc. Parties PEROMIN

Comment Summary

Comments Attachments

< Data network outage currently affecting all dial-in users 401k enrollment forms due today Web calls in Queue is Company meeting at 7:00pm 1 of 4

Item 1 of 3

FIG. 10

PROJECT			
PROJECT ID#	OWNER ID	PRODUCT NAME	PROJECT DESCRIPTION
FEATURE			
PROJECT ID#	FEATURE ID#	TITLE	TEAM LEADER
FEATURE SOURCE	ACCOUNT	REVENUE ESTIMATE	PRIORITY
			STATUS
			LINKS TO OTHER FEATURES
ENGINEERING			
PROJECT ID#	FEATURE ID#	ENGINEERING REL #	TITLE
ENGINEERING GROUP	PARENT	PRIORITY	LEVEL OF EFFORT
STATUS	DESIGN REVIEW	CODE REVIEW	COMPLETION %
			TARGET COMPLETION DATE
QUALITY ASSURANCE			
PROJECT ID#	FEATURE ID#	QA RELEASE #	TITLE
RELATED FEATURES	STATUS	COMPLETION %	TARGET COMPLETION DATE
			PASSES
			LAST BUILD
			QUALITY ASSURANCE GROUP

FIG. 11A

QUALITY ASSURANCE (INDIVIDUAL TEST)

PROJECT ID #	FEATURE ID #	QA RELEASE #	TEST #	DATE	TESTER	TEST PLAN	CLIENT OS
SERVER OS	WEB SERVER	DATABASE	CLIENT TYPE	TEST TYPE	STATUS	COVER %	PASS %

TECHNICAL PUBLICATIONS

PROJECT ID #	FEATURE ID #	PUB REL #	TITLE	DESCRIPTION	DOCUMENT VERSION #	ESTIMATED PAGES
NEW %	PROJECT TEAM	RELATED FEATURES	STATUS	COMPLETION %	TARGET DATE	

ENTERPRISE SPECIFIC

PROJECT ID #	FEATURE ID #	MATTER ID #	NON-INFRINGEMENT	NEW APPLICATION	LETTER TO CLIENT
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FIG. 11B

FIG. 11A
FIG. 11B

KEY TO
FIG. 11